

# **SMARTMOVE Information**

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## **What is SMARTMOVE?**

SMARTMOVE is a national real estate affinity program designed to offer real estate assistance, relocation and retention benefits. SMARTMOVE consists of a network of over 700 independent real estate firms with 4,500 offices and 100,000 sales associates.

## **Who is eligible for SMARTMOVE?**

- Candidates
- New Hires
- Existing Employees
- Employees extended family members

## **How does SMARTMOVE work?**

Please refer to the attached "The SMARTMOVE Process" diagram

## **How can SMARTMOVE benefit Norfolk Police Department employees?**

- Relocation assistance
- Home buying and selling assistance
- Commercial/investment property buying and selling assistance
- Free information seminars for employees
- Quality control protection for employees
- Home Service Connections (discounts from vendors associated with moving and home improvement services)
- White Fence (all utilities such as cable, electric, telephone service can be switched with one phone call)

\*See attached benefits page for more details

## **What does SMARTMOVE have that other relocation assistance firms do not?**

- No minimum purchase/selling price to participate
- Rebates for selling property
- Rebates for buying property

\*See attached rebate schedule

## **How much will SMARTMOVE cost NPD employees?**

Nothing, it is free to all participants.

## **Are employees limited to the number of times they can use the SMARTMOVE program?**

No.

**Do participants have to be pre-qualified to use the program?**

No, participants can use the service to get information about available properties without being pre-qualified; however, participants must be pre-qualified before realtors can physically show them a property.

**Are employees required to use one of SMARTMOVE's realtors?**

No, employees can choose their own agent and SMARTMOVE will work with that agent.

**How much will SMARTMOVE cost NPD?**

There is no cost to employers.

**What is expected of NPD in order to participate in SMARTMOVE?**

- Participating employers must sign a mutual agreement with SMARTMOVE
- NPD must agree to introduce the SMARTMOVE program to employees by endorsement and publicity (i.e. send an email informing employees of our agreement with SMARTMOVE and place a link to SMARTMOVE on our website)

**Note:** SMARTMOVE will not request or use a list of department employees to solicit business

**Will the Norfolk Police Department incur penalties if employees do not use the program?**

No, the Norfolk Police Department does not have to commit to a certain number of participants in order to have SMARTMOVE available for employees.

**What kinds of information can an employee get from the SMARTMOVE website?**

SMARTMOVE Relocation Tools include:

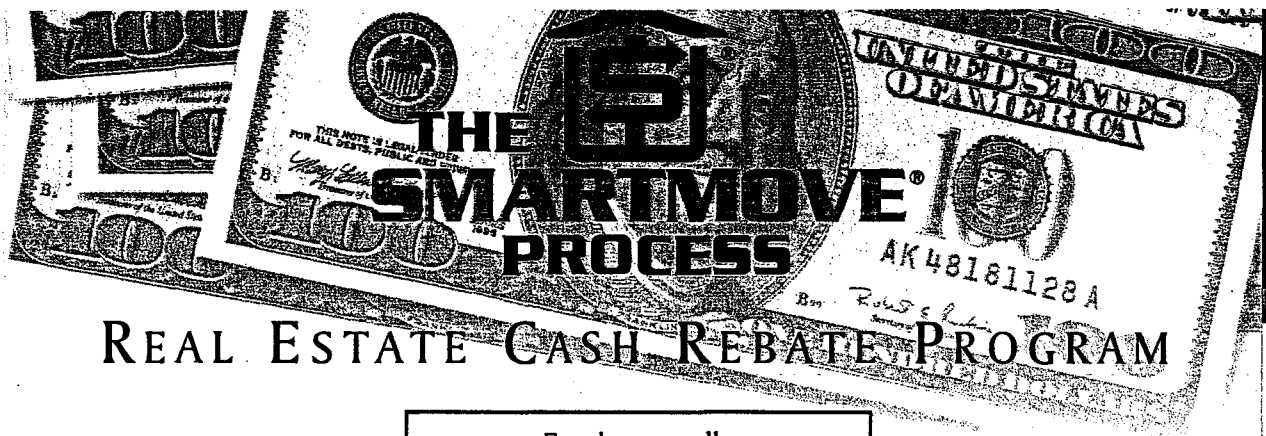
- Buyers/Sellers Guide
- Glossary
- Cost of Living
- Public and Private School Information
- Community Comparison
- Community Explorer
- Move Planner
- Calculators

\*Please visit [SMARTMOVE.com](http://SMARTMOVE.com)

**Which employers already participate in SMARTMOVE?**

183 employers currently use the SMARTMOVE program including:

- Norfolk Public Schools
- Norfolk Fire Department Federal Credit Union
- Norfolk Municipal Employees Federal Credit Union



Employee calls  
877-645-6560 to register for  
the SMARTMOVE® Program

SMARTMOVE® coordinator is the  
central point of contact

**SMARTMOVE® COORDINATOR:**

- Reviews benefits of program and eligibility
- Enrolls employee in program
- Selects real estate professional(s) to assist
- Remains single point of contact throughout transaction

**HOME SALE ASSISTANCE**

- Select REALTOR(s)® for employee to interview
- Employee lists property
- Coordinator consults with employee throughout home sale process to ensure quality service
- Property sells and closes
- SMARTMOVE® rebate check mailed to employee

**HOME PURCHASE ASSISTANCE**

- Coordinator identifies specific needs with employee
- Coordinator identifies and selects appropriate REALTOR® to assist employee in home search
- Coordinator consults with employee throughout home purchase process to ensure quality service
- SMARTMOVE® rebate check mailed to employee

- SMARTMOVE® Performance Evaluation sent to employee
  - Evaluation results reported to client quarterly



**PROGRAM BENEFITS**

- Generous cash rebates ranging from \$100 to \$30,000
- Available to employees and their extended family members
- Personal move counselor to advocate for the participant
- Select brokers nationwide to insure quality assistance
- Accredited real estate agents provide unmatched service
- Discounts from vendors on home services/products
- Home warranty programs available
- Move management assistance available
- Utility, phone & cable connection service available
- Participant may use SMARTMOVE as often as they like
- Rebates on both transactions if participant buys & sells
- Home Buying/Home Selling Seminars
- Toll free number for out of state participant 877-645-6560
- On-line registration through [www.smartmove.com](http://www.smartmove.com)
- Rebates are not considered taxable income
- Since 1992, SMARTMOVE has returned over \$4 million in rebates to participants
- SMARTMOVE IS FREE

For Program Guidelines  
Contact Mimi Holt  
804-272-3056 or 877-645-6560



**SMARTMOVE®****REBATE SCHEDULE**

<input type="checkbox"/> \$25,000 - 49,999	<input type="checkbox"/> \$ 100
<input type="checkbox"/> \$50,000 - 74,999	<input type="checkbox"/> \$ 200
<input type="checkbox"/> \$75,000 - 99,999	<input type="checkbox"/> \$ 300
<input type="checkbox"/> \$100,000 - 124,999	<input type="checkbox"/> \$ 400
<input type="checkbox"/> \$125,000 - 149,999	<input type="checkbox"/> \$ 600
<input type="checkbox"/> \$150,000 - 199,999	<input type="checkbox"/> \$ 800
<input type="checkbox"/> \$200,000 - 249,999	<input type="checkbox"/> \$1000
<input type="checkbox"/> \$250,000 - 299,999	<input type="checkbox"/> \$1200
<input type="checkbox"/> \$300,000 - 349,999	<input type="checkbox"/> \$1500
<input type="checkbox"/> \$350,000 - 399,999	<input type="checkbox"/> \$1800
<input type="checkbox"/> \$400,000 - 499,999	<input type="checkbox"/> \$2100
<input type="checkbox"/> \$500,000 - 599,999	<input type="checkbox"/> \$2500
<input type="checkbox"/> \$600,000 - 699,999	<input type="checkbox"/> \$3000
<input type="checkbox"/> \$700,000 - 799,999	<input type="checkbox"/> \$3500
<input type="checkbox"/> \$800,000 - 899,999	<input type="checkbox"/> \$4000
<input type="checkbox"/> \$900,000 - 999,999	<input type="checkbox"/> \$4500
<input type="checkbox"/> \$Million +	\$5000 to \$30,000+

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